



Agency Records Disposition Schedule

Department: Department of Commerce and Insurance

Section:

Division: Insurance Consumer Affairs

Sub-Section:

TITLE: Complaints and Reports of Investigations -- All Other Cases

CUTOFF: Closure of complaint / investigation

DESCRIPTION: Documents related to complaints and investigations of insurance companies, includes CS 1 and CS 2 letters, complaint forms, document request lists, police reports, medical records, and sworn statements. Non-fraud cases may relate to any possible violation of licensing law (federal or state), violations of the Unfair Trade Practices Act, or other statutory/regulatory violations other than fraud.

RETENTION: Years: 5 Months: 0 Days: 0

NOTES:

DISPOSITION ACTION: Destroy

SERIES: 22683

SERIES STATUS: Approved

APPROVAL DATE:

8/2/2007

TITLE: Complaints and Reports of Investigations -- Fraud Cases

CUTOFF: Closure of Complaint/Investigation

DESCRIPTION: Documents related to complaints and investigations of insurance companies, includes letters sent to consumers and companies regarding status of complaints (CS 1 and CS 2) letters, complaint forms, document request lists, police reports, medical records, and sworn statements.

RETENTION: Years: 10 Months: 0 Days: 0

NOTES:

DISPOSITION ACTION: Destroy

SERIES: 22682

SERIES STATUS: Approved

APPROVAL DATE:

8/2/2007



Agency Records Disposition Schedule

Department: Department of Commerce and Insurance

Section:

Division: Insurance Consumer Affairs

Sub-Section:

TITLE: Special Investigations of Producers - All Other Cases

CUTOFF: Closure of investigation

DESCRIPTION: Documents related to special investigation of applicants for licensure and licensed producers such as, agents, bounty hunters, and bail bondsmen; and business entity producers in all lines such as, warranty companies, service contracts, title agencies and medical discount plans. Records include, but are not limited to letters from all three special investigation units, complaint forms and license application data. Non-fraud cases relate to any possible violation of licensing law (federal or state), violations of the Unfair Trade Practices Act, or other statutory/regulatory violations other than fraud.

RETENTION: Years: 10 Months: 0 Days: 0

NOTES:

DISPOSITION ACTION: Destroy

SERIES: 22685

SERIES STATUS: Approved

APPROVAL DATE:

9/8/2010

TITLE: Special Investigations of Producers - Fraud Cases

CUTOFF: Closure of investigation

DESCRIPTION: Documents related to special investigation of applicants for licensure and licensed producers such as agents, bounty hunters, and bail bondsmen; and business entity producers in all lines such as, warranty companies, service contracts, title agencies and medical discount plans. Records include, but are not limited to letters from all three special investigation units, complaint forms, investigative reports, orders, legal documents, transcripts and sworn statements.

RETENTION: Years: 10 Months: 0 Days: 0

NOTES:

DISPOSITION ACTION: Destroy

SERIES: 22684

SERIES STATUS: Approved

APPROVAL DATE:

9/8/2010
